

**Income Maintenance Advisory Committee**  
**Department of Health & Family Services**  
**Division of Health Care Financing**  
**August 15, 2002**  
**\*Minutes\***

**County Attendees:** **Ed Kamin**, Kenosha County, Co-Chair, **Jackie Bennett**, Racine, **Joanne Faber**, Washington, **Liz Green**, Dane, **Michael Poma**, Milwaukee, **John Rathman**, Outagamie, **Shirley Ross**, LaCrosse, **Sue Schmitz**, Waukesha, **Sheryl Siegl**, Winnebago, **Gary Bailey**, Rock, **Jane Huebsch**, Marathon, **James Hill**, Milwaukee, **Felice Riley**, Milwaukee

**State Attendees:** **Susan Wood**, Co-Chair  
**Cheryl McIlquham**, **Rick Zynda**, **Amy Mendel-Clemens**, **Jodi Ross**, **Marilyn Rudd**, **Marsha Williamson**, **Beth Dorschner**, **Brian Fangmeier**, **Essie Herron**, and **Eileen McRae**, DHFS, **Becky Craig**, **Bob Martin** and **Gerry Mayhew**, DWD

1. Administrative Items

The minutes of the July meeting were approved as written.

The IMAC meeting notices are now being published as open meeting notices.

2. Random Moment Time Study (RMTS) Pilot

Becky Craig of DWD provided a status report on the pilot test of a new tracking methodology. The sampling was finished August 2, 2002. A report will be ready for discussion at a statewide meeting of county representatives, DWD and DHFS staff that is scheduled for September. The plan is to use the Random Moment Time Study beginning January 2003.

3. MA Transportation

Eileen McRae of the DHFS Division of Health Care Financing, Fee-for-Service Reimbursement Bureau, reported that IM agencies have asked that the state address problems with the current program for MA transportation, especially the low reimbursement rates and lack of clear administrative expectations in the instructions.

Liz Green, Bob Macaux and Susan Wood will work with Eileen as an ad hoc committee to sort out the problems and propose solutions.

#### 4. IM Training Activities

Gerry Mayhew of the DWD Division of Workforce Solutions, DWD, provided a status report on IM training activities. DHFS will purchase services from this unit for IM worker training. The training section is preparing materials for the MOU between DWD and DHFS.

Currently IM training requirements are spelled out in a DWD administrative rule. That rule is being modified to address DWD programs only. Therefore DHFS is considering other ways to maintain the authority for these requirements, which are based in state law. One option is to move the requirements to the IM contract for 2003.

Gerry also reported that they are working on updating the training for Medicaid including the new Family Planning waiver and advanced training on Medicaid Deductibles.

Self-Study Guides coming out:

- SSI Auto Update-paper delivery
- Medical Expenses- web delivery
- Alerts- web delivery
- Data Exchange- web delivery

Classes:

- Kids to Cares to Case Management
- Application Processing
- Food Stamp Handbook with Dave Hippler
- Aliens and Eligibility for experienced workers
- Fantastic 4
- Interviewing skills with Tim Gard

Follow-up Labs:

- “9-5 not”
- “KIDS to CARES”

In response to a request from members of the IMAC, the training unit has commissioned a survey about “retention” issues and the workforce. This has been assigned to Sherry Stoffels who will work with a team formed with University students. This is a follow-up to an extensive effort done at the start of W-2 to identify the skills needed and factors that influence retention of qualified staff. The results of the earlier study, The W2 Staff Needs Assessment, are available on the training section’s Internet site, which outlines knowledge, skills and abilities as well as evaluation of economic support workers. Tools are included to help design position descriptions.

The survey work will be shared with both the W-2 Contract and Implementation Committee and the IMAC. The project will report as often as desired, with preliminary results available by February 2003. It was recommended that the study focus on why people stay rather than why they leave, and the kinds of supports that the organization can use to attract and obtain qualified workers.

5. Action Plan for Food Stamp Payment Accuracy

Susan Wood provided a written summary of the plan developed at the last IMAC meeting to address Food Stamp payment accuracy. DHFS will continue to report back to the IMAC on progress with this plan and negotiations with the USDA on the sanction for the current year's error rate.

6. Sub-Committee Reports

Workload Study Committee – Ed Kamin & Susan Wood

This group was created in response to a request to the state to fund a workload study. After examining the issues and options, the ad hoc workgroup has focused on two strategies. One is to try to document what a “full funding” model would be and the second is to recommend strategies to reduce work at the local level. In response to the funding issue, a proposal is being developed that WCHSA will use to lobby for additional IM funding. The workgroup has discussed many possible options for reducing work at the local level. The priorities identified from the WCHSA sponsored symposium in February 2002 have been incorporated into work plans for policy and systems work for Food Stamps and Medicaid, and the committee is continuing to explore other business reengineering options. Change center models is one business model – there will be an in-depth presentation on the Milwaukee Change Center and other models at the October IMAC meeting. There will be a presentation on SeniorCare processing model at a future IMAC to learn more about its applicability to other FS and MA application and review processing work.

W-2 C&I Coordinating Committee – John Rathman

John provided a written summary of the issues that this group is addressing, in the form of their draft work plan. The co-chairs are John and Edie Sprehn of DWD.

IT User Group – Bob Martin

A written report was provided.

Program Simplification – Rick Zynda

Rick Zynda reported on the composition of the committee and its priorities for work. The group is focused on implementation of the Farm Bill and how to make policy choices that align Food Stamps and Medicaid, are easy to administer, and expand enrollment in the Food Stamp program.

QC/Error Reduction – Jackie Bennett & Marcia Williamson

A written report was provided.

7. Transfer of Food Stamp Program and Income Maintenance Administration to DHFS

Susan Wood provided a written status report on the priorities of the Division of Health Care Financing for the first six months of its new responsibilities.

8. SeniorCare update

Cheryl McIlquham provided a status report on SeniorCare. There has been great support for the implementation of this program from community agencies such as the Coalition of Wisconsin Aging Groups and AARP, who are helping explain the program and helping people apply. More than 40,000 applications have been received since the state began accepting applications in July. 75% of the applications processed so far have been approved.